**PROFESSIONAL SUMMARY:**

* Over 8 **years of experience** in all phases of Software Development Life Cycle (SDLC), which involves **configuration, customization, lightning, lightning components, lightning migration**, **Visualforce** and **Apex** with **Salesforce** **customization**, **security** **access**, **workflow approvals, leading team, requirement gathering, requirement analysis, design, development, implementation, enhancement** and maintenance of **web-based object-oriented enterprise** applications**.**
* Experience in developing **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers**, etc.
* Experience working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Chatter** & **App-exchange** applications. Worked on Exact target/**Marketing Cloud.**
* Experience working in **agile methodology** and involved in onsite and offshore coordination.
* Strong hands-on experience in writing **Apex Controller classes, batch processes, schedulable classes, triggers, test classes** etc.
* Worked on consolidation of all existing **Workflow** **rules** in the new **Lightning Process builder** **flows** and created **one process builder** for each object and managed all actions in the **single flow**.
* Experience in working with Force.com **Standard** **Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.**
* Hands on project experience in developing **Lightning** Applications and Components. Developed salesforce **Lightning** applications using **Lightning** components, controllers, and events and used custom **CSS** in the components.
* Experience in integrating with external systems using **SOAP API, Rest API.**
* Experience with **Oauth**, **SSO** Setup and **SAML** 2.0 to integrate **internal** and **third-party applications.**
* Experience in working with **call in** and **callouts** **API’s** to make **integration** with **external** systems like **SAP** and **Oracle** systems.
* Strong Hands-on experience with Salesforce Security Features **Profile, Permission Sets, OWD, Role Hierarchy, Sharing Rules** etc.
* Good knowledge in Building **Visualforce pages (Google Maps integration), Lightning Framework, Lightning Components.**
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Experience in Salesforce.com administration including **creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Tasks and Actions.**
* Hands on experience implementing **Role Hierarchies** and **Sharing Rules** for system security design.
* Hands on experience in developing and configuring **Reports, Custom Reports**, **report folders, report extractions, Dashboards** for different user profiles based on the requirements.
* Used data migration tools such as **Apex Data Loader**, **Salesforce Import and Export Wizard,** **Informatica**.
* Experience with **Single Sign-On** technologies (Salesforce Identity, Secure Login or similar)
* Experience working with **salesforce1 mobile** application **development** and **customizations**.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.com Technologies** | Apex Classes, Force.com, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components & Controllers, CRM VEEVA, Web Services, Lighting Components, Sales Cloud, Service Cloud, Dashboards, Reports, Custom Objects, Workflow rule, JIRA, Bitbucket, and Jenkins. |
| **Salesforce Tools** | Eclipse IDE, Force.com Explorer, CTI, SSO, Apex Dataloader, Command Line Dataloader, Omni-channel, Lighting Controllers, Force.com |
| **Marketing Tools** | Platform (Sandbox, and Production), UML Tools, Ajax tool kit.  Pardot, InsideSales.com |
| **Programming Languages** | Apex, SQL, Java, Angular JS, Visualforce page, J-Query, SQL, C++ |
| **Scripting Languages** | HTML, XML, SOQL/SOSL, JavaScript, CSS, PERL. |
| **Web Services** | WSDL, SOAP/REST API, Service Cloud, Sales Cloud. |
| **Databases** | MS Access, Tableau, MYSQL, SQL server 2000/2012, Oracle 10g/9i. |
| **Packages** | Microsoft Outlook, MS PowerPoint, MS Excel, MS Project, MS Visio, Eclipse ID |

**CERTIFICATION:**

* Salesforce Certified Platform Developer 401(Credential ID: **2653415**)

**PROFESSIONAL EXPERIENCE:**

**NIC Technologies - Remote**  *Jan 2020 – Present*

*Salesforce Lightning Developer*

**Responsibilities:**

* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component features.**
* Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop **rich user interface** and **better interaction of pages.**
* **Created** and **Debugged Lightning Components,** building with **Lightning App Builder and Visualforce** with the new **Lightning Design System.**
* Worked on **Salesforce1** Platform to build **Mobile** App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Involved in various stages of Software Development Life Cycle **(SDLC)** in **agile methodology.** Strong implementation and rollout experience with salesforce.com CRM **(Sales cloud, Service cloud)**, Communities, Sites, and Force.com platform.
* Implemented **service** **cloud** functionality like case management, field service management and **CTI** integration.
* Worked in **Agile Methodology** and was involved in Sprint Planning meetings to estimate the Features. Was involved in daily **SCRUM** meetings, PI planning, Backlog Grooming and used Rally as a tracking tool for the sprints.
* Created multiple **Lightning Components**, added **CSS** and **Design** **Parameters** that makes the Lightning component look and feel better.
* Experience in modifying **visualforce pages** to be supported in **Lightning Experience** and good understanding of **lightning components** and applications, event etc. and **aura framework** and its features.
* Worked on custom implementations of community builder **lightning components, java script buttons, lightning compatible VF pages, lightning components.**
* Made **customizations**, **implementation**, **integration** with existing applications, community portals and **mobile** **apps** including **marketing** and **service cloud implementations**.
* Establishing the **Integration** of Salesforce with **AWS** using **Amazon connect** and **CTI Adapter**.
* Used **AWS Lambda** function to look up order information from an **Amazon DynamoDB** table.
* Integration with **mule** **soft** for the polling of data between **AWS** and **Salesforce.**
* Created various **Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Flows, Workflow rule** and **approval process** including Field updates and email alerts.
* Generated Apex Classes using **WSDL** and wrote business logic layer for integration with external web services to the system for functional needs.
* Extensive experience in creating **automation rules**, **campaigns** and **drip programs** in **Pardot** for lead.
* Manage the **implementation** of all **Pardot** forms to ensure proper **tracking**, **integration** and **data quality.**
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language at backend, VisualForce pages and Salesforce Lightning Experience as user interface.**
* Used **Dataloader** to **insert**, **update**, and **bulk** **import** or **export** of data from Salesforce.com Objects and it to **read, extract,** and **load** data from comma separated value(**CSV**) files.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages** to develop custom business logic**.**
* Integrated with External sources by making callouts that used **SOAP/REST**.
* Experience in using the **Workbench** tool for SOQL queries, SOSL and the REST Explorer.
* Used **SOQL** & **SOSL** for **data manipulation** needs of the application using platform database objects.
* Worked on **SOAP** & **REST API** for sending the **Opportunities** and **Accounts** to the downstream systems.
* Responsible for **solution analysis, design, coding, deploying** and writing **unit tests** in lightning.
* Experience in Standard and Custom **Controllers** in VisualForce for development of custom **visualforce pages** and **components** as required by business requirements.
* Worked with **inbound** and **outbound** **change** **sets** while migrating the project to production.
* Worked on **Sales** **Cloud** on CPQ integration tool to configure the price.
* Experience in Integration of AppExchange with Salesforce like **Pardot, Slack, Qualtrics, Apptus CPQ, NetSuite.**
* Worked extensively on **Accounts, Contacts, Leads, Opportunities, Activities** and **Customized Objects** for **Layouts, record types** and **validation rules**.

**Fisher Investments – San Mateo, CA** *Mar 2017 – Dec 2019*

*Salesforce Developer*

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various **Standard** **Objects** of **Salesforce.com** (SFDC) and other Platform based technologies like **Visualforce**, **Force.com** **API**, and **Web** **Services**.
* Expertise in advanced **APEX/Visualforce** development, including high volume data processing, managed packages, **community** portals, **SSO**, **Canvas** applications and metadata API.
* Designed, developed and by using **Ant**, deployed the **Custom** objects, Entity-Relationship data model, **Formulas**, **Validation** **rules** on the objects, **Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings** and **Labels** to suit to the needs of the application.
* Automated **business logics** in the organization using **validation rules, workflow rules and apex triggers.**
* Created and **configured Page layouts and search layouts to organize fields, custom links, related lists and** other components in detail and edit pages of records.
* Developed interface in Salesforce Community using custom **Apex classes**, **HTML**, **CSS Class**, and components to allow Community Users to **create** and **edit** cases as well as submit case comments.
* Involved in admin activities including creating **Users, Profiles, Field-level security** and **sharing rules**.
* Used **Data** **Loader** for **insert, update, bulk import or export of data** from **Salesforce .com sObjects** used it to **read**, **extract**, and **load** data from comma separated values (**CSV**) files.
* Built apps visually with **Lightning App Builder,** **Lightning Components** and **lightning connect** integrations across multiple connection.
* Implemented Nightly Batch Processes to handle **bulk** **records** and scheduled daily jobs using **apex** **scheduler**.
* Implemented **picklists, dependent picklists, lookups, Junction objects, master detail relationships, validation** and **formula fields** to the custom objects.
* Designed **Service** **cloud** console to **find**, **update**, and **create** **records** quickly.
* Experience on **integration**, integrated Salesforce with different external system, performed both inbound and outbound integration using **SOAP** as well as **REST API**.
* Created Server **APEX** Controller for Salesforce **Lightning** **Experience** and added Lightning Component to **Lighting** **Pages** and **Record** **Pages**.
* Hands-on experience with **Installation**, **configuration** and **upgrading** the **Tableau** **Server** across the environments.
* Expertise in setting up single node **Tableau** **Server**/**Tableau Cluster**.
* Created **workbooks** to display the capacity of the environment, user traffic which connects to the **Tableau PostgreSQL DB.**
* Created **dashboard** reports to track overall business results as well as lead efforts using **Tableau**.
* Integrated Tableau Server with Salesforce using **Tableau Trusted authentication**.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using Eclipse.
* Integrated the **Web Services** for extracting the data from **external systems** to display in the pages of **salesforce.com**.
* Maintenance of installed Managed Packages in Lightning using **Apex**. Experienced in Data Migration using Dataloader.
* Animated client-side user interface elements on a **visualforce** page using **JQuery**.
* Used **Visualforce** **Templates** and **Placeholders** to encapsulate page elements to be reused across several Visualforce pages.
* Worked with **Vlocity**, **Omni** **script** and its input action components, **designing** and **deployment**. Setup and configure **Omni script** **components**.
* Worked closely with the customer to optimize and customize their **UI flows**, **web design** and front-end development by using **Vlocity dataports, cards,** and **Omni script.**
* Used **GitHub** for Version Control, **Jenkins** to deploy Apex code and Involved in all phases of **testing**.

**Environment:** Saleforce.com platform, Apex Dataloader, SOSL, SOQL, CSS, AJAX, MS Excel, Jenkins, Visualforce Pages, Sandbox, Lighting Controller, SSO, SSIS, Service Cloud, HTML, JQuery, Bit Bucket, Communities, MS Visio, Outlook, JIRA and Eclipse IDE Plug- in.

**Verizon – Ashburn, VA** *Jan 2016 – Feb 2017*

*Salesforce Developer*

**Responsibilities:**

* Working with Project and Customer teams to facilitate the conversion to a new Contact Management application and to guide and manage team member’s expectations through the process. Deployment of Salesforce a **CRM tool** being
* Participated in requirements gathering and definition of **Entity Relationship diagrams**.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the **Eclipse IDE**.
* Developed **SOQL query** to pull data from **salesforce.com instance** to **Right90 application.** The process is set to run by **default** every **20 min** and **pull** information that is changed since last successful sync run.
* Worked on Translating Several **VisualForce Pages** to **Lightning** **Framework**.
* Developed Lightning Components and Used **Lightning App Builder** to use those Components in **Lighting Pages**.
* Develop **Visualforce Pages, Visualforce Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags** and **Components**.
* Created **workflow rules** and defined r**elated tasks, time-triggered tasks, email alerts** and **field updates** to implement business logic.
* Customized the entire **Salesforce.com** applications to incorporate the business requirements which involved creating **Web Forms** and processing the data in **SFDC** with the extensive usage of **Web services API**.
* Written **JavaScript** functions to **show/hide/print popup.**
* Modified existing **CSS** files to meet **GPSIS** display and print standards.
* Worked with **SFDC** and **CPQ** integration setup.
* Working on Salesforce **Sales cloud**, **Apttus CPQ tool** and Force.com platform to build an **Opportunity** and **Quote/Proposal** management module.
* Involved in Integration of **OracleCPQ** with **EBS** for Quote to Order generation via Jitterbit tool
* Involved in migrating the data from **Oracle** database to **Salesforce** application using **Apex Dataloader.**
* Integrated with **Veeva CRM** to get the customer information and stored the Contacts data in **Veeva Data Cloud.**
* Implemented **Case Assignment Rules** to direct the case to appropriate group such as **Stories** and **PCS Central Support**.
* Integrated module in current application and test in various environments like **Test**, **Pre**-**Production**, and **Production**.
* Used **AJAX** methodology to enhance current user hierarchy display.

**Environment:** Salesforce.com platform, Jitterbit, Oracle 10g, Apex language, Visualforce (pages, component & controllers), Eclipse IDE, JavaScript, Controllers, Sharing Rules, Workflows, Email Updates, Web Services API.

**Wells Fargo – Hyderabad, India** *Jan 2014 – Dec 2014*

*Salesforce Admin*

**Responsibilities:**

* Interacted with the **Salesforce.com** premium tech support team on a regular basis.
* Maintain **screen layouts, fields, business rules** (validations and workflow) in Salesforce to support business requirements.
* Developed various **Custom Reports** and deployed them for different business user levels.
* Implemented **Web-to-lead** to track and solve leads from the website.
* Created different **Workflow rules and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
* Manage Salesforce users, roles, and profiles in the organization and Seek feedback and improve work flow processes.
* Worked with **Force.com** IDE to develop Custom Application in both **Sales** and **Service** Cloud Modules.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Provided ongoing **SalesForce.com** maintenance and administration services including periodic data cleansing, custom objects, workflow.

**Environment**: Salesforce.com, Force.com Platform, Salesforce Enterprise Edition, Apex, Visualforce, SOQL, SOSL.

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| EDUCATION: |
| Masters - Computer Science Jan 2015 - May 2016 |
| Southern Illinois University, Carbondale CGPA: 3.8/10 |
| B.E.- Computer Science Aug 2010 - May 2014 |
| Chaitanya Bharathi Institute of Technology, India CGPA: 7.45/10 |
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